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ServiceNow CIS-SAM

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Topic Break Down

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Which of the following are available publisher packs? (Choose four.)

A. SAP

B. OpenVMS

C. Citrix

D. NetSuite

E. Oracle

F. IBM

ANSWER: A C E F

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-publisher-packs.html#d24351e266

HOTSPOT

Match the best practice method for the amount of data:

Hot Area:

Large amount of data
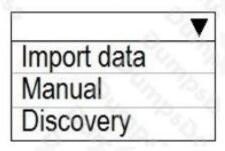
▼
Import data
Manual
Discovery

Medium amount of data

▼
Import data
Manual
Discovery

Small amount of data

▼
Import data
Manual
Discovery

ANSWER:

Large amount of data	▼
Import data
Manual
Discovery

Medium amount of data	▼
Import data
Manual
Discovery

Small amount of data	▼
Import data
Manual
Discovery

Explanation:

QUESTION NO: 3

Which of the following are NOT features of the Publisher workbench navigation tree? (Choose two.)

A. Expand and collapse tree links

B. List of all publishers

C. Software model compliance icons

D. Filter products

E. Compliance toggle switch

F. List of all publishers out of compliance

ANSWER: B F

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html

QUESTION NO: 4

For software asset management, when software is discovered, the records from the discovered pattern are copied into which table?

A. cmbd_sam_sw_reconcile

B. cmbd_sam_sw_discover

C. cmbd_sam_sw_allocate

D. cmdb_sam_sw_discovery_model

E. cmbd_sam_sw_install

ANSWER: E

Explanation:

Reference: https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/task/t_CustomPatternSAMSAMF.html

QUESTION NO: 5

Which license metric would be used for software that is only allowed to be installed on one computer per license right?

A. Per Processor

B. Per Named Device

C. Per Named User
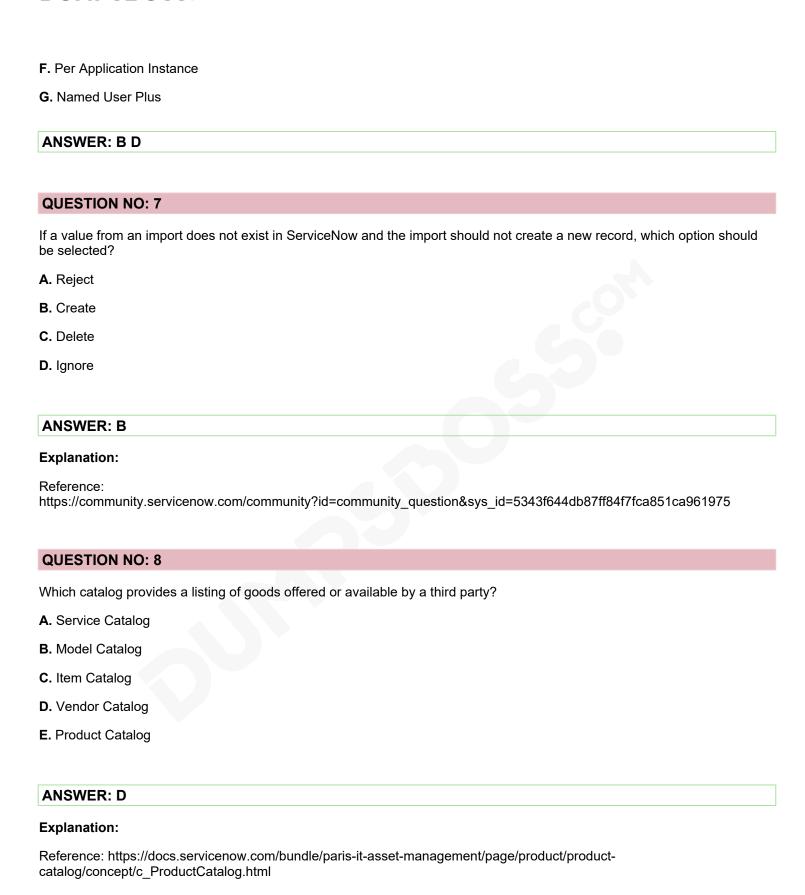
D. Per Core

ANSWER: A

QUESTION NO: 6

Which of the following license metrics require allocations in order to maintain compliance? (Choose two.)

A. Per Core

B. Per User

C. Per Named Device

D. Per Named User

E. Per Core (with CAL)

F. Per Application Instance

G. Named User Plus

ANSWER: B D

QUESTION NO: 7

If a value from an import does not exist in ServiceNow and the import should not create a new record, which option should be selected?

A. Reject

B. Create

C. Delete

D. Ignore

ANSWER: B

Explanation:

Reference:
https://community.servicenow.com/community?id=community_question&sys_id=5343f644db87ff84f7fca851ca961975

QUESTION NO: 8

Which catalog provides a listing of goods offered or available by a third party?

A. Service Catalog

B. Model Catalog

C. Item Catalog

D. Vendor Catalog

E. Product Catalog

ANSWER: D

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/product-catalog/concept/c_ProductCatalog.html

QUESTION NO: 9

Which of the following are valid on import errors (vs. after import) when using the automated entitlement import feature? (Choose three.)

A. Purchased rights should be greater than 0

B. The end date must be greater than the start date

C. Publisher Part Number and Software Model not found

D. Duplicate entry

E. Publisher Part Number already exists

ANSWER: A D E

QUESTION NO: 10

Software Model Lifecycles can only be created for an external, publisher defined date.

A. True

B. False

ANSWER: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-business-management/page/product/application-portfolio-management/concept/lifecycle-data-timeline.html